



# USAID | JORDAN

FROM THE AMERICAN PEOPLE

**SOLICITATION NUMBER:** 72027824R10001

**ISSUANCE DATE:** October 29, 2023

**CLOSING DATE/TIME:** November 11, 2023  
11:59 p.m. Amman local time

**SUBJECT:** Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan)

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified individuals to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VIII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in point 09 Section I General Information.

Sincerely,

Ellen Zehr

Digitally signed by  
Ellen Zehr  
Date: 2023.10.24  
14:54:41 +03'00'

**Ellen M. Zehr**  
**Contracting Officer**

## **I. GENERAL INFORMATION**

- 1. SOLICITATION NUMBER:** 72027824R10001
- 2. OPEN TO:** All Interested Jordanian Citizens
- 3. ISSUANCE DATE:** October 29, 2023
- 4. CLOSING DATE/TIME:** November 11, 2023, 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Correspondence and Records Technician  
Executive Office

**PERIOD OF PERFORMANCE:** The contract will be for a base period (between one to three years) and based on the Agency needs, the Contracting Officer may exercise (an) additional option period(s). If the U.S. Government exercises this option, the total duration of this contract, including the exercise of any options, shall not exceed five (5) years. Employment under this contract is of a continuing nature. The duration of the contract is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply.

**6. MARKET VALUE  
(SALARY PER ANNUM):** **JOD 12, 244 – JOD 20, 213** Equivalent to **Grade FSN-07**  
*In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).*

- 7. PLACE OF PERFORMANCE:** Amman, Jordan
- 8. SECURITY LEVEL REQUIRED:** Facilities Access/Employment Authorization
- 9. POINT OF CONTACT:** All questions should be directed to:  
[ammanresumesusaid@usaid.gov](mailto:ammanresumesusaid@usaid.gov)

### **10. STATEMENT OF DUTIES:**

USAID/Jordan has an immediate vacancy for a Correspondence and Records (C&R) Technician position at the Executive Office (FMO). The work schedule is 40 hours per week and the workweek is Sunday-Thursday.

The incumbent is a member of the USAID Jordan Executive Office and reports to the Supervisory Executive Specialist (Deputy to the Executive Officer). The incumbent is responsible for the organization, maintenance, technical guidance and control of the unclassified correspondence and records function at the USAID/Jordan Mission. The incumbent performs a variety of correspondence and records related functions, coordinates the flow of all incoming and outgoing mail within the Mission, maintains and disposes official files and handles the maintenance of vital records.

The incumbent serves as a focal point for organizing and processing visa applications, residencies, and renewal paperwork for short-term foreign staff with Host Government entities and provides guidance to US-Staff on sponsorship and residencies for domestic helpers. The incumbent provides administrative duties when required and other general services support to the USAID/Jordan staff. The incumbent also provides backup support to the Mission's Logistics Coordinator Position.

## **Major Duties and Responsibilities:**

### Management of the Correspondence and Records Program

The incumbent takes charge of organizing, maintaining, and controlling the unclassified C&R Management program for the USAID/Jordan Mission. This entails ensuring proper records maintenance in accordance with ADS policies, establishing and maintaining an unclassified records system, and analyzing and modifying local procedures for unclassified correspondence. As the sole C&R expert, the incumbent shall be responsible for the following:

- Administration and maintenance of the filing system for USAID/Jordan. Establishes procedures for the destruction of records, and for the retention, storage, retirement, disposition and archiving of documents. Assists and directs the record management activities of Files Custodians/Administrative Assistants in each office within the mission. Serves as an expert on the Agency Secure Image & Storage Tracking System (ASIST) filing requirements and system operations. Retrieves records upon request, responds to requests for information, research, and ensures that all official records are categorized properly in accordance with Automated Directives System (ADS) 502.
- Periodically reviews records in the local storage area and selects those that are eligible for destruction or shipment to USAID/Washington, D.C. office (W) Records Depository for permanent storage.
- Responsible for the Disaster Recovery (Vital Records) program. Coordinates and manages the vital records program and ensures compliance with USAID/Washington regulations; provides guidelines and procedures to ensure that records which are critical to the continuity of essential USAID activities have been identified and can be accessed immediately; provides reminders to the Mission on submission deadlines; consolidates all annual submissions of vital records forms and submit to USAID/Washington Records.
- Trains local files custodians and administrative staff on proper classification, maintenance and disposition of records and files in accordance with ADS 502 procedures, USAID/Washington regulations and procedures, and Mission File Plans. Conducts in-house training in USAID Correspondence and Records management for file custodians and other personnel involved with records management, and preparation of cables and other correspondence. Works with file custodians to properly store, organize, maintain, and dispose electronic records.
- Works closely with the file custodians in maintaining good records management practices when storing electronic documents and when establishing an electronic filing and retrieval system on the shared drive to organize and preserve electronic files. The electronic filing system should mirror the paper file to some extent using standard naming conventions but should be less complex and up to date.
- Conducts surveys of records maintenance and disposition practices in USAID offices to determine whether offices are complying with Agency records management guidelines and are attaining

maximum benefits from the use of their records.

- Prepares Mission Records Inventory and Disposition Plans for submission to USAID/Washington.
- Remains abreast of applicable C&R regulations, processes, and practices at both the Post and Agency levels, and to be able to provide Mission staff with qualified advice and guidance on the same.
- Makes recommendations for updates to current internal C&R policies and procedures, and assists with drafting of Mission Notices and Mission Orders, and other correspondence from the Executive Office related to C&R.

#### Expediting Services and Visa Extensions

The incumbent is responsible for ensuring compliance with new laws and policies announced by the host government regarding residencies, employment authorization, and short-term visas. The incumbent serves as the mission's point of contact with the host government entities and is responsible for the management of the Mission's online account with the Ministry of Interior. The incumbent processes payment of overstay fines on behalf of certain employees, advises Executive Office Management team and HR team on updates from the Borders and Residency Department, and facilitates extensions of authorized stays.

The incumbent is responsible for processing residencies and work permits for USAID Jordan local hire U.S. Personal Services Contractors (USPSC) and Third Country Nationals (TCN) staff, if applicable. This role necessitates close collaboration with various Host Government entities, including the Ministry of Foreign Affairs, Ministry of Interior, Ministry of Planning and International Cooperation, Department of Borders and Residencies, and Ministry of Labor.

The incumbent is also responsible for transferring entry stamps for USDHs and TDYers from diplomatic to tourist passports and vice-versa, and processing visas for temporary duty visitors of restricted and non-restricted nationalities. The incumbent drafts diplomatic notes on behalf of USAID Jordan and collaborates closely with the US Embassy Management Section for clearances and approvals. The incumbent facilitates the extension of temporary visitors' residency visas to support their stay in Jordan either from the department of borders and residencies and/or from police stations.

The incumbent serves as a focal point for providing guidance and advice to US staff on all needed work related to sponsorship, visas, residencies, and work permits for all USAID Jordan sponsored Domestic Helpers. The incumbent is also responsible for maintaining and updating working folders for Domestic Helpers and responsible for sending reminders on renewing, transferring and/or terminating sponsorships.

#### Administrative and General Services Support

The incumbent plans, organizes, implements, and oversees the management of official incoming and outgoing mail for the USAID Jordan Mission. The incumbent is responsible for delivering mail, invitations, and special deliveries to various GOJ ministries and offices, implementing partners, and other outside organizations. Additionally, the incumbent is tasked with delivering official packages and collecting mail from the mailroom.

Administrative responsibilities include organizing and maintaining paper and electronic filing systems, drafting, and preparing letters and correspondence, maintaining contact lists with government entities, ordering supplies for the whole mission, providing receptionist duties, and administrative duties to the Executive Office and other offices based on critical needs.

The incumbent is called up to handle various clerical tasks such as; escorting USAID official visitors, submitting work orders, data entry, word processing in English and Arabic, Excel, scanning, laminating, shredding, and filing. The job holder provides backup services for the USAID Jordan logistic coordinator.

### ***Supervisory Relationship***

The incumbent will be directly supervised by the Supervisory Executive Specialist (Deputy to the Executive Officer) and/or his or her designee.

### ***Supervisory Controls***

This is a non-supervisory position.

### ***Other significant Factors***

The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

## **11. PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

## **12. AREA OF CONSIDERATION**

To meet basic eligibility requirements, the applicant must be a Jordanian citizen and must submit a complete application as outlined in the section titled APPLYING. The selected applicant is required to undergo and successfully pass a medical and security clearances.

## **II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

Applications will be initially screened for eligibility in accordance with the qualification criteria below. Applicants must address each criterion in their application to meet the below minimum qualifications for this position.

- a. **Education:** Completion of secondary schooling, and two or more years of post-secondary schooling or community college diploma is required. Also, additional experience may NOT be substituted for Education. Supporting documentation (i.e., a copy of community college diploma must be included in the application for eligibility purposes).
- b. **Prior Work Experience:** Two years of experience in general and administrative areas is required. Experience in mail handling, driving, and expediting service and processing official documents with Jordanian government is required.
- c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. A minimum score of 785 on the TOEIC exam (Listening & Reading components only) is required. Examination scores must have been recorded within the last five years; or else, candidates will be tested again.
- d. **Skills and abilities:** The job holder must be able to operate effectively in a diverse environment, with strong interpersonal skills, demonstrated ability to provide excellent customer service, and maintain professional working relationships with mission staff and host government. The job holder must have

demonstrated ability to operate well under pressure, with overlapping tight deadlines, with ability to multitask and prioritize actions. The job holder must work independently and ensure quality control, accuracy, and timeliness in completing their tasks. The job holder must possess a valid driver's license for Jordan at least level 3 with no significant accidents and must have demonstrated mobility and dexterity to drive, perform mail duties with ability to lift and move heavy objects weighing up to fifty (50) pounds regularly. The job holder must have excellent oral and written communication skills, and must be proficient in computer skills, including Windows, Microsoft Office suite, and google suite. The job holder must have the ability to explain procedures and requirements to Mission personnel tactfully and train Files Custodians and team leaders in establishing, maintaining, and disposing of files.

### **III. EVALUATION AND SELECTION FACTORS**

The Government may award a contract without discussions with applicants in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of applicants with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of applications that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of applicants in the competitive range to the greatest number that will permit an efficient competition among the most highly rated applications. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Applicants who do not meet the minimum education and experience requirement will not be contacted.

Applicants who meet the minimum education and experience requirement will be further evaluated based on the evaluation criteria mentioned below:

- |  |     |
|--|-----|
| a. Prior work experience                     | 20% |
| b. Language Proficiency (written and verbal) | 30% |
| c. Skills and abilities                      | 50% |

At each step of the evaluation process, the contracting officer may establish a competitive range. Only applicants who meet the minimum qualifications (education and years of relevant work experience) will be invited to take an English language test (TOEIC). Applicants with passing TOEIC scores may be further assessed through a written technical skills test to assess the candidates' qualifications in any of the evaluation criteria listed above. Only the top-ranked applicants from the written technical skills test will be invited for an interview.

USAID/Jordan will conduct reference checks, including references from individuals who have not been specifically identified by the applicants, and may do so before or after an applicant is interviewed. USAID/Jordan may use all reference information obtained to evaluate an applicant's suitability for the position.

The Contracting Officer (CO) reserves the right to waive any step during the selection process.

USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If an internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.



#### **IV. SUBMITTING AN APPLICATION (APPLYING)**

To ensure consideration of application for the intended position, applicants must prominently reference the solicitation number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A cover letter (no more than one page) demonstrating how education, experience, and skills address the requirements listed under required qualifications.
- b. A current curriculum vitae.
- c. Copy of the Jordanian National ID and/or Jordanian Passport.
- d. Copy of University degree (English or Arabic).
- e. Copy of valid driver's license for Jordan at least level 3.

**Failure to submit any of the above required documents will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.**

Applications must be received by the closing date and time specified in Section I, item 4, and submitted to the [ammanresumesusaid@usaid.gov](mailto:ammanresumesusaid@usaid.gov). Application forms can be accessed from the Embassy website: <https://jo.usembassy.gov/embassy/jobs/>

#### **V. LIST OF REQUIRED FORMS PRIOR TO AWARD**

Once the Contracting Officer (CO) or his/her designee informs the successful applicant about being selected for a contract award, the CO or his/her designee will provide the successful applicant with instructions on how to complete and submit the required documents related to mandatory medical and security clearances.

Failure of the selected applicant to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked applicant.

#### **VI. BENEFITS AND ALLOWANCES**

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

- Basic Salary within the advertised market value.
- Transportation & Miscellaneous Allowances.
- 13<sup>th</sup> & 14<sup>th</sup> Month Bonuses.
- Subscription to the Jordanian Social Security.
- Subscription to the Mission's Provident Fund Program.
- Medical Insurance (Employee & Family).
- Life Insurance (Employee only).

Funds for Social Security, retirement, pension, vacation, or other cooperating country programs as required by local law shall be deducted and withheld in accordance with laws and regulations and rulings of the cooperating country or any agreement concerning such withholding entered between the cooperating government and the United States Government.

## **VII. TAXES**

Based on Department of State policies and regulations, the U.S. Mission cannot withhold income tax deductions for Jordanian Locally Employed (LE) Staff. LE Staff employees are obliged to observe the laws and regulations of the Jordanian Government. Employees must individually file and comply with applicable Jordanian income tax laws in a timely manner.

## **VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs**

USAID regulations and policies governing **CCN and TCN PSC** awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, “Direct USAID Contracts with a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at <https://www.usaid.gov/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Cooperating Country National Personal Services Contracts (CCNPSC) available at <http://www.usaid.gov/work-usaid/aapds-cibs>.
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2** and **5 CFR 2635**. See <https://www.oge.gov/web/oge/nsf/OGE%20Regulations>.
5. **PSC Ombudsman**  
The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.  
The PSC Ombudsman may be contacted via: [PSCOmbudsman@usaid.gov](mailto:PSCOmbudsman@usaid.gov)
6. **FAR Provisions Incorporated by Reference**

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	June 2023
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